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(Wing on T.D. Survey)

SEP 30 1953

Organization and Methods Service

Survey Report

**SUBJECT :** Obtaining Refunds for Unused Tickets

**REFERENCE:** Tab "C" of Study dated March 20, 1953, subject: Transfer of Audit Functions from Transportation Division to Finance Division

1. **PROBLEM.** To re-assign the responsibility for preparing requests for passenger ticket refunds.
2. **FACTS BEARING ON THE PROBLEM.**
  - a. The referenced Survey Report divided the responsibility for preparing ticket refund requests between the Finance Division and Transportation Division.
  - b. That part of the responsibility assigned to Transportation Division will now be re-assigned to the Central Processing Branch, Processing and Records Division, Personnel Office, in accordance with Staff Study dated July 22, 1953, Central Processing of Travelers.
  - c. The aliases now assigned to the Chief, Passenger Movement Branch, Transportation Division for use in dealing with transportation companies are used almost completely for billing purposes. With rare exceptions these aliases are used for signatures in connection with ticket refunds only.
3. **DISCUSSION AND CONCLUSIONS.**
  - a. As outlined in the reference listed above the Finance Division is responsible for preparing the complete ticket refund request with the exception of the final addresses [REDACTED]. The Transportation Division is now responsible for the latter two items, but as indicated in 2b above, this responsibility is due to be transferred to Central Processing Branch. This procedure also requires that the refund checks return to the Finance Division through the Transportation Division (later, through the Central Processing Branch).
  - b. By transferring the responsibility for signing [REDACTED] the Finance Division it would be possible to by-pass the Central Processing Branch in dealing with carriers for the purpose of obtaining refunds. [REDACTED] assigned to the Chief, Passenger Movement Branch could be re-assigned to an individual in the Finance Division.

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c. The amount of work involved in this transfer is not sufficient to materially affect either component concerned. Some slight saving may be expected to accrue through the simplified handling proposed.

a. It is recommended that the existing procedure as outlined in the reference to this study be changed to assign complete responsibility for obtaining ticket refunds to the Finance Division.

- b. It is recommended that Finance Division institute proper action to [REDACTED] presently assigned to the Chief, Passenger Movement Branch re-assigned to an appropriate individual in the Finance Division.

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**Asst. Management Officer, DD/A**

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10/1/53

Chief, Transportation Division/LO

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10/6/53

**Chief, Processing & Records Division/PO**

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10/8/53

Chief, Finance Division/Comp.

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